



Action Plan CM ESLA - Assessment

Moderador:

Mancilla Rodriguez Santiago
Alfonso

Objectives

PART ONE

- ***Explain the correlation between AHT and Accuracy***
- ***Determine a target to arrive to this objectives***
- ***identify a initial point to work to identify correct behaviors to work***

PART TWO

Using DATA to Review Priority's

- Correlate the Actions to execute in base the agent Situations
- Arrive to commitment SMART with the agent

Actually can see a Long variation on metrics on the last three weeks the agents have high variations in numbers for the relation of actions plans what be improve in the respective week but the results are good but have Areas to improve in base the agent relations

		AHT CONSISTENCY REPORT				
BMS	TENURE	AGENT NAME	WE 09.19	WE 09.26	WE 10.09	AVERAGE
5141858	>90	Angel salazar Ontiveros	89,94	88,75	198,47	125,72
5979733	<90	Andres Ariza			92,59	92,59
5030523	>90	Carlos Lozano	109,45	129,07	139,85	126,12
3917905	>90	Danna Garcia	106,95			106,95
4827689	<90	Esteban Jimenez	80,82	101,60	108,89	97,10
4935427	>90	Hernan Orozco	86,78	95,13	154,85	112,25
5803288	>90	Johan Delgado	114,83	122,13		118,48
5804648	>90	Juan Celis Pinilla	73,55	85,85	126,34	95,25
4990405	>90	Luisa Barreto Nino	96,29	104,95	124,44	108,56
5507090	<90	Melissa Escobar	103,42	142,10	208,63	151,38
5439923	>90	Nicolas Neusa	85,66	96,22	139,63	107,17
4873669	>90	Santiago Mancilla Rodriguez	77,82	87,02	116,32	93,72
5368028	>90	Thiago Escobar Beltran	157,21	163,41	184,33	168,32
5321143	>90	Yefrey Castro monroy	67,12	71,46	66,82	68,47
		TEAM TOTAL				112,29

REASON ACCURACY CONSISTENCY MA REPORT						
BMS	TENURE	AGENT NAME	WE 09.19	WE 09.26	WE 10.09	AVERAGE
5141858	>90	Angel salazar Ontiveros	100,00%	90,00%	90,00%	93,33%
5979733	<90	Andres Ariza	100,00%	93,33%	95,00%	96,11%
5030523	>90	Carlos Lozano	100,00%	90,00%	100,00%	96,67%
3917905	>90	Danna Garcia	100,00%		95,00%	97,50%
4827689	<90	Esteban Jimenez	100,00%	90,00%	80,00%	90,00%
4935427	>90	Hernan Orozco			85,00%	85,00%
5803288	>90	Johan Delgado	94,74%		95,00%	94,87%
5804648	>90	Juan Celis Pinilla	100,00%	95,00%	100,00%	98,33%
4990405	>90	Luisa Barreto Nino	100,00%	85,00%	100,00%	95,00%
5507090	<90	Melissa Escobar	94,74%	100,00%	100,00%	98,25%
5439923	>90	Nicolas Neusa	90,00%	100,00%	100,00%	96,67%
4873669	>90	Santiago Mancilla Rodriguez	90,00%	90,00%	95,00%	91,67%
5368028	>90	Thiago Escobar Beltran	100,00%	90,00%	100,00%	96,67%
5321143	>90	Yefrey Castro monroy	100,00%	90,00%	100,00%	96,67%
TEAM TOTAL						94,62%

AHT have a require a improvement of metrics to Arrive the final targets Require for the operation, make a emphasis to not reduce the quality of Work using the tools available and make realist to the results what we want

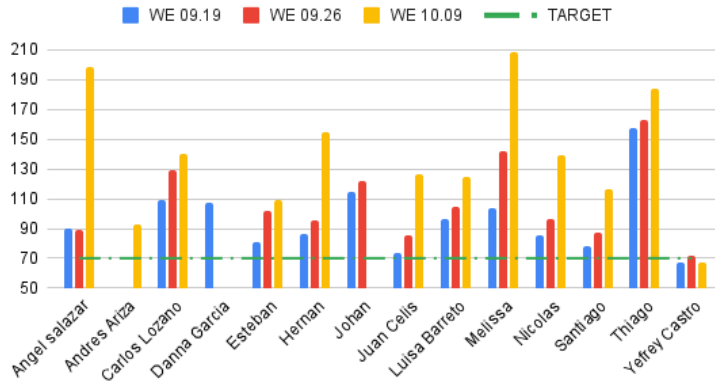
REASON ACCURACY CONSISTENCY MA REPORT						
BMS	TENURE	AGENT NAME	WE 09.16	WE 09.23	WE 10.30	AVERAGE
5141858	>90	Angel salazar Ontiveros	95,33%	94,33%	95,33%	95,00%
5979733	<90	Andres Ariza	98,11%	97,11%	98,11%	97,78%
5030523	>90	Carlos Lozano	98,67%	97,67%	98,67%	98,33%
3917905	>90	Danna Garcia	99,50%	98,50%	99,50%	99,17%
4827689	<90	Esteban Jimenez	93,00%	96,00%	97,00%	95,33%
4935427	>90	Hernan Orozco	88,00%	91,00%	94,00%	91,00%
5803288	>90	Johan Delgado	96,87%	95,87%	96,87%	96,54%
5804648	>90	Juan Celis Pinilla	98,33%	97,33%	98,33%	98,00%
4990405	>90	Luisa Barreto Nino	97,00%	96,00%	97,00%	96,67%
5507090	<90	Melissa Escobar	99,25%	98,25%	99,25%	98,91%
5439923	>90	Nicolas Neusa	98,67%	97,67%	98,67%	98,33%
4873669	>90	Santiago Mancilla Rodriguez	93,67%	91,67%	93,67%	93,00%
5368028	>90	Thiago Escobar Beltran	98,67%	97,67%	98,67%	98,33%
5321143	>90	Yefrey Castro monroy	98,67%	97,67%	98,67%	98,33%
TEAM TOTAL						95,90%

The AHT metric Require a big Improvement To reduce the impact generated, can see what a good Manual audit score are posible whit a good Aht for this require review the practices and use a strategics in the next weeks

On manual Audits we only require follow the glide path to arrive a target, actually the agents have a good improvement in this metrics and only require arrive a good variation to 1%* - 2%* weekly whit the agent and make a improve to 3%* - 4%* whit the Agents to make a hard work

AHT CONSISTENCY REPORT						
BMS	TENURE	AGENT NAME	WE 09.16	WE 09.23	WE 10.30	AVERAGE
5141858	>90	Angel salazar Ontiveros	79,94	69,94	67,47	72,45
5979733	<90	Andres Ariza	82,59	72,59	68,80	74,66
5030523	>90	Carlos Lozano	89,45	79,45	72,23	80,38
3917905	>90	Danna Garcia	96,95	86,95	75,98	86,63
4827689	<90	Esteban Jimenez	70,82	60,82	62,91	64,85
4935427	>90	Hernan Orozco	76,78	66,78	65,89	69,82
5803288	>90	Johan Delgado	104,83	94,83	79,92	93,19
5804648	>90	Juan Celis Pinilla	63,55	53,55	59,28	58,79
4990405	>90	Luisa Barreto Nino	86,29	76,29	70,65	77,74
5507090	<90	Melissa Escobar	93,42	83,42	74,21	83,68
5439923	>90	Nicolas Neusa	75,66	65,66	65,33	68,88
4873669	>90	Santiago Mancilla Rodriguez	67,82	57,82	61,41	62,35
5368028	>90	Thiago Escobar Beltran	147,21	137,21	101,11	128,51
5321143	>90	Yefrey Castro monroy	57,12	47,12	56,06	53,43
TEAM TOTAL						76,81

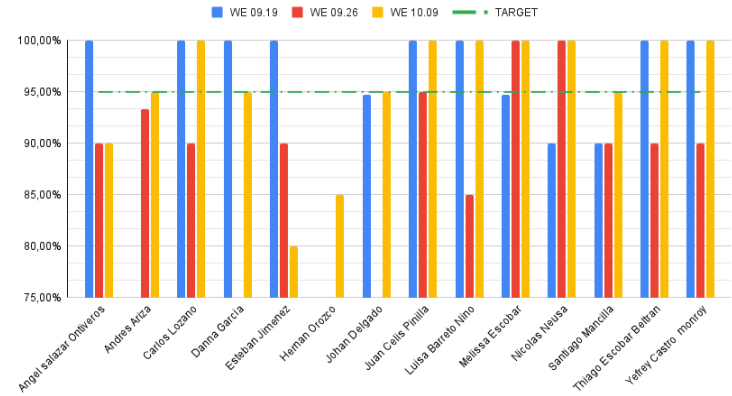
AHT CONSISTENCY REPORT



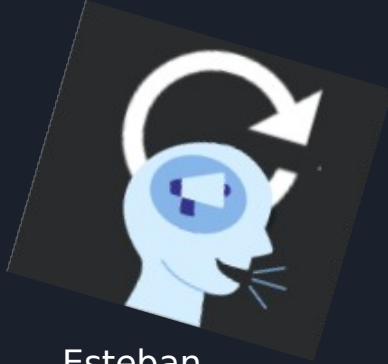
the MA metric only require a light movement to be on target and this can be getting using a strategic movement and follow-up of the more affectation agents to gain more areas of opportunity

the AHT are the more affected metric in correlation to Manual Audit and require a urgent improve to develop the agent skills to have a health metrics in operations for this we use the comparisons to make a first close process whit the agent what made the principal afectations and use the initial Point of Contact and the best Agents

MA CONSISTENCY REPORT



Principal Agents to Work



Esteban Jimenez

- Her metrics only downgrade the last weeks
- have a downgrade of AHT creating a Big Affection
- New hire to another LOB but with experience in content moderation



Angel Salazar

- The last weeks no be present in meeting and updates
- have a downgrade of AHT creating a Big Affection
- Tenure high and big management of product knowledge



Santiago Mancilla

- Have a improve of metrics in the last weeks
- have a downgrade of AHT creating a Big Affection
- Tenure high but be a lot of time without moderate

Week 1 th

- Start with “Fast Balls” about politics to exercise the use of politics as a resource
- Make reminders at the beginning and end of the shift of the lineups as well as the indicators that warn about risk
- Strategic seating of the top performers in Aht to be able to socialize good tagging practices



Week 2 th

- review the use of commonly used terms as well as the most frequently repeated jobs to be aligned with the operation
- review of good practices to improve moderation abilities whit the support of top performers

Week 3 th

- If at this point there is no improvement, begin with a plan to gather the agents who remain off target and initiate a strong recall of the policy with examination every two days about how to search the policy and what the risk indicators are. in a job
- Give all the help needed to improve the better skills previously mentioned





Thank You All for Your Time

**Do you Have
Any
Questions?**

∞ Met

